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Table of contents

1. Introduction
2. Reflective Writing
 - 2.1 Gibbs' Model (1988)
3. Topics
 - 3.1 Time Management
 - 3.2 CV Writing
 - 3.3 Paraphrasing
 - 3.4 Online Learning Experience
4. Conclusion
5. References

Introduction

Today, I am going to talk about “Academic and Employability Skills”. I am a student at University of Wales Trinity Saint David of London, studying “Certificate of Higher Education in Skills for the workplace”. I will tell you how I have learned at this course about “Reflective writing”, I will show you an “Gibbs’ Model”, and I will talk about four topics that I chose and learned during the course. The topics are: “Time management”, I will tell you how I learned to manage my time and to be organized. “CV Writing”, I will tell you how this topic helped me to know how to write a good CV for the employer. “Paraphrasing”, I will tell you more about it and how I learned to paraphrase a sentence, and the last topic is, “Online Learning Experience”, I will tell you my story and how I managed to study and to understand each lesson online. At the end I will conclude what I wrote, and I will attach the references that I used for this report.

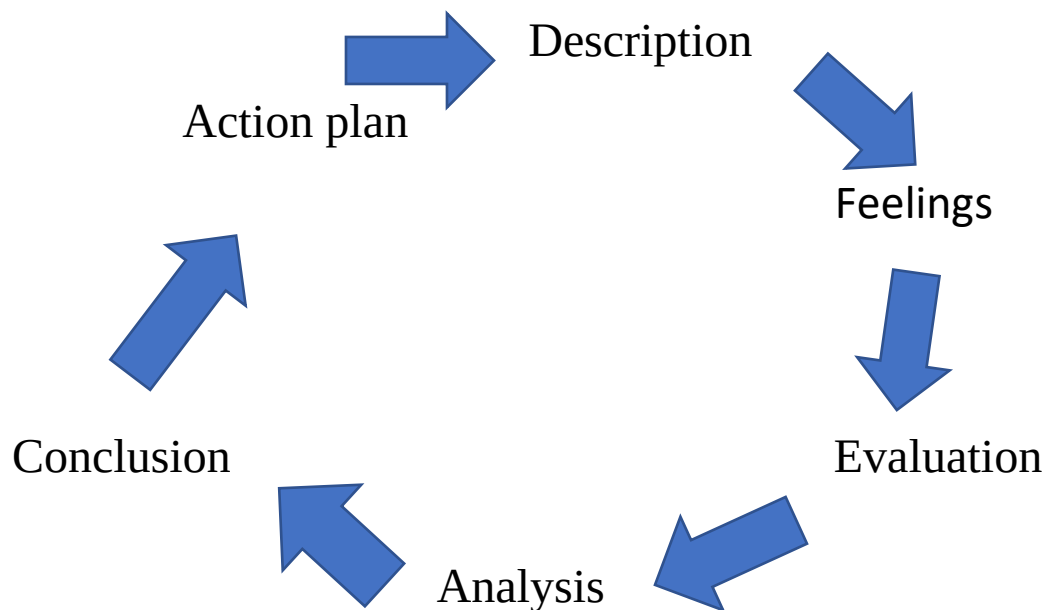
Reflective Writing

Reflective writing: writing about past experiences, uses academic language, reasons, explores and explains what happened and why.

Reflective has the next following components: Description, Feelings, Evaluation, Analysis, Conclusion, Action Plan.

Gibbs' Model (1988)

Gibbs (1988) reflective cycle is a popular model for reflection. The model includes 6 components/stages of reflection and is presented below.



Description

I am currently working as a member of the bank, more precisely as a retail banking. I started this job nine months ago. First, I did a month of training, and in the second week I had another person who taught me, I thought everything would be nice and I will not have any problems. The incident occurred in an evening when we had our dinner. She came to me and she started to be rude with me and to blame me for not learning everything faster. This happened in the second week, and I had two more weeks to learn.

Feelings

I felt extremely bad and ashamed at the same time. At that time, I wanted to give up on this job and to give up on my dream of working at the bank. I was also embarrassed by me that I could not talk and explain to her that I do not have experience like her, and I am new, because I never worked at the bank. “It is the only approach in psychology that investigate the thoughts, feelings and behaviors from a biological and also the physical point of view was indicated.” (Rowland, 2002). For a few days after this incident, I could not concentrate, and I was always afraid I was not doing well. The situation made me very stressed and, I realized that not everyone can be patient and respectfully with each other. It is important to process our feelings. “We store our feelings in the body, which can result in stress and physical symptoms such as hypertension, muscle tension and headaches.” (Marter said).

Evaluation

At that time, I did not feel that the situation was completely over. I left that room where I had my dinner, and I went to talk to the manager about this situation. I explained to him how it all happened and asked him to get someone else to train me. Unfortunately, he did not have anyone else. However, after speaking with him, I realized that everyone feels nervous sometimes, and I need to understand that. I also felt much more positive after that.

Analysis

The situation was made worse by both of us. I think there was my mistake because I did not speak and explain to her for the first time when she started to blame me. I should have spoken to her after this lesson, because for me it was like a lesson about how to understand people nerves and their patience can not be always there. The manager actions and his advices made the situation better and it was helpful.

“Great works are performed not by strength but by perseverance”,
(Samuel Johnson).

Conclusion

In conclusion, I should have spoken to her immediately after our quarrel. I realized that I can finally understand people and their bad moods. This situation made me realize the importance of communication at the right time, because in some situations it can be too late to resolve conflicts like this. I would have been able to explain how nervous I was, and I will be able to solve problems.

Action plan

In future, I will make sure that I will clarify the situation with that person, and I will not leave it like this. I plan to do this in future with each person when I will have ambiguities, or I do not understand exactly what the person wants from me. I also need to be calm and patient because I will train in my turn and I do not want the employees to go through what I went through. This experience has made me realize that I need to gain more understanding even if people are not right sometimes.

Topics

1. Time Management

During this course, “Certificate of Higher Education in Skills for the Workplace”, I learned how to manage my time and the importance of it. The lesson was very interesting because until that day I had a messy life and the teacher explained to us very well. Now I have time for everything, I stopped spending all day on the phone pointless and saying I do not have time for certain things, because there is always time for everything if you know how to manage it. Now I have time for studying, relax, watching movies, spending time with my family/friends and my job.

I made my own timetable with my daily activities and it helps me a lot. This topic helped me to understand the importance of the time and that there is no time to lose, every second and every minute is very important for us and our life. Never put of till tomorrow what you can do today. For example, if today I need to write a report of 500 words, I do not have to postpone it for tomorrow, because tomorrow maybe something else will appear and I will postpone it again.

The Eisenhower Matrix is a time management tool for organizing tasks. This is divided into four quadrants. Each quadrant has a particular call to action: do, schedule, delegate or eliminate. The first quadrant should be done first, while Quadrant 4 should be done last.

	Urgent	Not urgent
Important	For example: Preparing for an important meeting.	For example: Attending in an important lesson.
Not important	For example: Completing managerial tasks.	For example: Arranging the files.

2. CV Writing

This lesson was very important for me as I learned how to write a correct and good CV for the employee. It was very helpful for me because I did not know certain things about it. For example, I did not know when to put “Yours sincerely” and “Yours faithfully”, then our lecturer explained very well so that we could all understand the importance of these things. I also had to write my own CV and then my lecturer checked it, so I knew what mistakes I had made. I am sure that this lesson is going to help me all my life and I also obtained writing skills from it. For example, next month I would like to get a new job and I need to write a CV, if I did not have this lesson, I certainly did not know how to write it, I was making a lot of mistakes and I was wondering why I am not employed. I am glad I learned the importance of it and how to write it. This topic helped me to understand the importance of

academic writing and how to be organized while writing, because if you do not have an order of ideas, you will write many wrong things in your CV and no one will look at it, so you will not get a job.

3. Paraphrasing

Paraphrasing is an idea taking from someone else has written it and putting into your own words. This lesson was a little bit harder until I understood it. It was very helpful to study paraphrasing because this will help me to avoid plagiarism. To avoid it you need to use synonyms and make the sentence have the same meaning as the original one. To understand how to paraphrase it took me a few days, because I was so confused and I did not know exactly how to do it right, but I asked my lecturer and he explained me again. This time I did understand and now is very easy for me to paraphrase a sentence, because the first time you need to understand what the sentence is about so you can paraphrase it. Sometimes I am not sure about synonyms and I check in the dictionary, this is a good way to learn new words and to develop your vocabular skills. I also develop paraphrasing skills, and this is going to help me at any time when I need to put a sentence into my own words. This topic it was very important for me because I learned new things and I developed new skills.

4. Online Learning Experience

This was a new experience for me and for everyone who studies. I think this year has been the most difficult year because we had to study online, see each other only online, teachers check the topics/homework only online and try to explain everything to us to understand and not leave interpretations. I am sure at first it was

hard for everyone to study online and to manage how to use Microsoft Teams or Office 365. Sometimes there were also problems with the internet connection, and I had to go out on that platform and sign in again. We also have Moodle, this application helps us to understand the topics better. I used it and I am using it every day because there is a lot of information and if I did not understand a topic in the lesson, I can find it easily there and I also can access the library. The library has interesting books about “Academic and Employability Skills”, “Business”, and everything else. First week of learning online was harder, because we did not know each other, we did not know how to access the Moodle platform and Microsoft Teams, and I was ashamed to talk or ask what I wanted to know. For example, one day I wanted to ask something about a thing I did not understand it well, but I was thinking about what my colleagues will say, I was asking myself questions, “If I do not pronounce well? If they will laugh at me?”, I had this “fear” for 2/3 weeks until I saw that my colleagues are very friendly, understanding, sometimes I even joked and it was a pleasant atmosphere in class, my teacher explained everything patiently, I attended every lesson and I never missed it. Online Learning was a nice experience for me, I learned new things, I realized that if you want to learn you just need to be patient and to attend every lesson, if you want to speak or to ask something just make sure you do not talk while someone else is talking. I obtained patient skills, communication skills, IT skills and organized skills.

Conclusion

To conclude, in this term I learned a lot of things. I learned about reflective writing and what is it, I learned how to manage my time and to be organized and to value time and do everything in its time, not to postpone the next day. I learned how to write a good CV, how this is going to help me to get a good job in the future and the importance of it. I learned how to paraphrase a sentence and how to put it into my own words, and how I can avoid the plagiarism. I also told you above about my Online Learning Experience and how it was, for me it was nice but also difficult sometimes, with many things to learn and new experiences. These topics that I have learned will help me all my life from now on and I am proud of myself. Academic and Employability skills was a nice module with interesting subjects.

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